make any changes warranted by our review, including adoption of a PAP modeled on the New Jersey PAP.

The PAP is modeled on the New York plan to which Verizon is subject in New York, Massachusetts, Rhode Island, and Connecticut. The proposed PAP would establish a self-executing process under which affected competitors receive payments if Verizon fails to satisfy pre-determined performance standards on a sub-set of the carrier-to-carrier reporting metrics.

To ensure that our PAP meets its declared goals, we require Verizon to modify its proposal in certain respects to account for the specific circumstances of the Maine market. Accordingly, our determinations are subject to Verizon's satisfying the following conditions:

- The PAP will incorporate the following language: If as of the date of this
  letter a CLEC has an approved interconnection agreement for the State of
  Maine which provides for performance penalties, the CLEC will be entitled
  to receive penalties under both the PAP and the interconnection
  agreement until the termination date of the agreement.
- 2. The effective date of the PAP is the first day of the month after the Commission files its comments with the FCC.
- 3. The PAP must require a first year audit at Verizon's expense and thereafter at the Commission's discretion upon its own initiative. Verizon will be responsible for the costs of any Commission-ordered audit.
- 4. The dollars at risk must be 39% of Verizon-Maine's net return based upon 2000 ARMIS data for Maine.
- 5. Verizon must meet the same flow-through targets in Maine as it does in New York, i.e. 95% for Achieved and 85% for Total. However, Verizon will have 12 months to reach these levels of flow-through before penalties will attach. Until that time, Verizon PAP penalties will be based upon the proposed flow-through rates of 90% for Achieved and 60% for Total.
- The PAP will use the metrics described in Attachment B
- 7. Verizon will amend section II.C.1 of the PAP to provide that a -1 score in a given month will be subject to change depending upon the score for that measure for the previous two months, rather than the next two months, as originally proposed. Verizon will provide a report twice a year summarizing the prior six months' -1 scoring changes. This change will have the benefit of more immediate payments to companies affected by violations of the performance standards.

- 8. For estimating service parity of metrics in the PAP and for all sample sizes, Verizon will use a non-parametric, "distribution-free" method, which does not depend on the inherent shapes of the metrics' statistical distributions.
- 9. The minimum sample size for determining parity for metrics will be at least one wholesale and one retail transaction per month and one wholesale transaction per month for benchmark measures.
- 10. Verizon should use the table in Attachment C for determining parity for benchmark metrics with small samples.
- 11. If Verizon continues to sponsor statistical parity methods based on the theory of hypothesis testing, we expect Verizon to work with the parties and staff to analyze parity tests with both Type I and Type II errors.
- 12. Verizon will provide data as described in Attachment D.

## Conclusion

Conditioned on Verizon Maine's assurance that it will satisfy the items specified above, the Commission expects to recommend that the Federal Communications Commission approve Verizon's Section 271 application to offer interstate long distance telephone service to customers in Maine.

Sincerely,

Dennis L. Keshl Administrative Director

cc: Service list

#### Rapid Response Process

#### A. General Provisions.

Contact List. The Commission will establish a list of contacts for CLECs and Verizon to use for RRP purposes. The list will be found on the Commission's web page. The contacts on the list should be used when corresponding about a RRP case.

Flexibility of Process. The Commission expects the process outlined below will be followed. However, if particular circumstances warrant, the RRP Team (RRPT) will have the flexibility to adjust the process to accommodate particular timing or factual situations.

**Docketing of Complaints.** When a complainant files a complaint, it should caption both the e-mail and the complaint document as follows: RRP – complainant company name – date the complaint is filed. All correspondence and other references to a particular complaint should reference the original caption. Complaints will only be given a PUC docket number if the RRPT issues a written decision. Once the PUC docket number is assigned, all correspondence should reference that number, e.g. any appeals to the full Commission.

### B. RRPT Authority and Process

Types of Cases. The RRPT will have delegated authority from the Commission to hear cases that could be brought under 35-A M.R.S.A. § 1302. The RRP is intended to address disagreements among competing carriers regarding their obligations under the Telecommunications Act of 1996. The RRP will not address complaints which require Commission findings or decisions which would result in substantial changes to major legal determinations or policy matters.

Necessity of Attempts to Informally Resolve Complaint. When the RRPT receives a complaint, it will first evaluate whether the carriers have made sufficient efforts to resolve the dispute informally before bringing a formal complaint to the Commission. The RRP is not a substitute for a carrier's escalation process. The RRP does, however, recognize that the escalation process itself could be the subject of dispute and completing every step is not a prerequisite for initiating a complaint. There is no bright line test; it will be the judgment of the RRPT. Complainants should exhaust as many informal channels as is possible and appropriate under the specific circumstances before filing a complaint under the RRP.

Preliminary Findings. The RRPT will have authority to issue Preliminary Findings as outlined in 35-A M.R.S.A. § 1304 (5). A Preliminary Finding shall be defined as an order directing parties to take actions pending the final resolution of the proceeding. In determining whether to grant a preliminary finding, the RRPT shall consider the likelihood that the relief requested would be ordered at the conclusion of the proceeding, the benefit to the public or affected customers compared to the harm to the utility or other customers of issuing the order, and the public interest. In determining whether to grant preliminary relief, the RRPT will also consider the costs associated with complying with the Preliminary Finding and the willingness of the requesting party to reimburse all costs if the final decision is contrary to the Preliminary Finding. Either party may appeal an adverse Preliminary Finding to the full Commission.

Motion to Dismiss or Defer. The RRPT may dismiss or defer a complaint without prejudice and direct the parties to continue negotiations. The RRPT may indicate a date on which, if the parties have still not reached a resolution, the parties may refile the complaint with the RRPT. The RRPT may also determine that the issues in the complaint are policy issues that would be better served in the broader context of a Commission investigation. In that case, the RRPT will refer the matter to the Commission, and may also make a Preliminary Finding in the immediate case before the RRPT. Either party may appeal to the full Commission a RRPT decision to dismiss a complaint.

Final Decision. The RRPT will have delegated authority from the Commission to issue any order that could be issued under 35-A M.R.S.A § 1306. All Final Decisions issued by the RRPT must be memorialized in a final written Order and docketed.

**Appeal**. All parties will have the right to appeal a final RRPT decision to the full Commission. Any such appeal must be filed with the Administrative Director of the Commission within five (5) days of the date the RRPT Final Order is issued. The full Commission will then affirm, overturn or remand the RRPT decision.

All parties will have the right to appeal a final order by the full Commission pursuant to 35-A M.R.S.A § 1320.

#### Attachment A

## C. Penalties

Upon Verizon Maine's willful failure to comply with an order issued by the RRPT (or an RRPT order affirmed by the Commission), the RRPT may recommend to the Commission, and the Commission may impose, penalties up to \$10,000 for the first occasion, up to \$20,000 for a second willful failure to comply with the Order and up to \$40,000 for any subsequent willful failures to comply with the same Order. Upon a CLEC's willful failure to comply with an order issued by the RRPT (or an RRPT order affirmed by the Commission), the RRPT may recommend to the Commission, and the Commission may impose, penalties of up to \$1,000 per day.

Any RRPT penalties paid by Verizon in a certain month will be deducted from the monthly cap level used for calculating any PAP penalties for the same month.

The filing of a complaint by the CLEC under the RRP constitutes the CLEC's consent to all provisions described above.

# **RRP PROCESS**

#### Step 1

 Complainant calls the party with whom there is a dispute and gives notice that they are planning to file a complaint with the Commission Rapid Response Team the next business day.

#### Step 2 At least 1 business day following Step 1

- Complainant files complaint electronically with RRPT. The email shall contain the appropriate caption for the complaint, and the actual complaint shall be a document attached to the email.
- A complaint shall contain sufficient information to indicate (1) the facts underlying the complaint; (2) the harm which is resulting or could result to the complainant due to the situation; (3) what specifically about the situation requires immediate redress; (4) steps which the parties have taken to resolve the situation prior to the filing of the complaint; (5) whether or not complainant is requesting a preliminary finding. The complaining party shall also indicate the times it will be available for a conference call on the 2<sup>nd</sup> business day after the complaint is filed. Copy of complaint is sent electronically to the RRPT and the responding party.

## Step 3 One business day following Step 2

- Responding party acknowledges the complaint and provides times when the party will be available for a conference call on the next business day. The party may respond to the factual issues in the complaint but is not required to do so. The responding party may also request that the complaint be dismissed or referred to the full Commission because it (1) is not ripe for review; or (2) is not a matter which should be addressed by the RRPT. The acknowledgement and any response shall be emailed to the RRPT and the complainant.
- The RRT will schedule a time for the Preliminary Conference Call within 2 business days.

#### Attachment A

- Step 4 Two Business days following Step 2
  - Preliminary Conference Call. The following may occur:
    - Responding party may provide oral response to complaint;
    - Deadline established for written response, if appropriate;
    - RRPT may request additional information from each party and set a schedule for its production;
    - RRPT may schedule follow-up telephone conference among the parties;
    - RRPT may issue a Preliminary Finding or dismiss the complaint; either party may appeal to the Commission an adverse Preliminary Finding or dismissal;
    - The issue may be resolved to both parties satisfaction.
- Step 5 At a time determined by RRPT, a follow-up conference call will be held and the following may occur:
  - Parties will update RRPT on progress since last call;
  - Parties will discuss information provided in response to any RRPT requests from Step 4;
  - RRPT may issue a Preliminary Finding or dismiss the complaint; either party may appeal to the Commission an adverse Preliminary Finding or dismissal;
  - The issue may be resolved to both parties satisfaction;
  - RRPT may request written comments and/or schedule a Notice of Decision Call.
- Step 6 If required by the RRPT, parties file comments at the appointed time.
- Step 7 If required by RRPT, a final conference call is held and the following may occur:
  - RRPT hears closing argument from parties and issues oral decision.
  - RRPT hears closing argument from parties and schedules time for written decision.
- Step 8 Final written decision is issued. Unless Final Order is stayed by RRPT, the Final Order remains in effect pending appeal.

# Attachment A

Step 9 Within 5 business days after written decision is issued, a party may:

- Appeal the Final Order to full Commission.
- Request a stay of the Final Order pending appeal.

Attachment B Page 1

|  |   | {   |  | Parity (P) or                         |  |   | 1  |                    | i                |                                |
|--|---|---|--|---------------------------------------|--|---|--|--------------------|------------------|--------------------------------|
|  |   |   |  | Benchmark                             |  |   | Critical   | Special            |                  |                                |
| etric #  | Metric  | Service   | Product  | (B)                                   | M/U  | MOE   | Measures   | Provisions         | CCAP             | Comments                       |
|  |   |   |  |                                       |  |   |  |                    |                  |                                |
| -01  | Customer Service Record   | OSS   | BD/  | В                                     | M  | Resaie&UNE  |  |                    | )                |                                |
| 1-01   | Customer Service Record   | OSS   | CORBA  | В.                                    | M  | ReseleCUNE  |  |                    |                  |                                |
| 1-01   | Customer Service Record   | OSS   | WEBGUI   | В                                     | M  | Reselv&UNE  | Resale&UNE   |                    |                  |                                |
| )-1-02<br>)-1-02   | Due Date Availability   | OSS   | EOI  | - B                                   | M  | Resale&UNE  |  | <b>_</b>           |                  |                                |
| 1-02   | Due Cate Availability Due Date Availability   | OSS   | CORBA  | В В                                   | Μ.   | Reselectune   |  |                    |                  |                                |
| 1-03   | Address Validation  | - OSS<br>OSS  | WEBGUI<br>EDI  |                                       | - <u>M</u>   | Resale&UNE<br>Resale&UNE  | ·  |                    |                  |                                |
| 7-1-03   | Address Validation  | oss   | CORBA  | - 🖁                                   | -M-  | ResaledUNE  |  |                    |                  |                                |
| ) <u>-1-</u> 03  | Address Validation  | OSS   | WESGUI   | ├ · · हिं ·                           | M  | RespiedUNE  |  |                    | <del>-</del>     |                                |
| -1-05  | TN Reservation  | OSS   | Epi  | В                                     | M  | Resale&UNE  |  |                    |                  |                                |
| 1-05   | TN Reservation  | OSS   | CORBA  | В                                     | M  | Resale&UNE  |  |                    |                  |                                |
| -1-05  | TN Reservation  | OSS   | WEBGUI   | В                                     | M  | Resele&UNE  |  |                    |                  |                                |
| )-1-06<br>)-1-06   | Facility Avail /Loop Qual,  | oss   | EDI_   | В.                                    | M  | DSL   | DSL  |                    |                  |                                |
| 1-00   | Facility Avail /Loop Qual.  | OSS   | WEBGUI   | В.                                    | M  | OSL   | DSL  |                    |                  |                                |
| -2-02  | OSS Interface Availability - Prime  | OSS   | EDI  | В                                     | М  | Resale&UNE  | Resale&UNE   |                    |                  |                                |
| -2-02  | OSS Interface Availability - Printe   | OSS   | WEBGUI   | В В                                   | M  | Resale&UNE  |  |                    | †                |                                |
| 2-02   | OSS Interface Availability - Prime  | OSS   | CORBA  | B B                                   | M  |   | Resale&UNE   | 1                  |                  |                                |
|  |   |   |  |                                       |  |   |  |                    |                  |                                |
| 3-02   | % Answer within 30 Seconds - Ordering   | Resale  | Resale   | В                                     | М  | Resale  |  | Ι΄                 |                  |                                |
| 3-02   | 1% Answer within 30 Seconds - Ordering  | UNE   | UNE  | . В.                                  | M  | UNE   |  |                    | L                |                                |
| )-3-04   | % Answer within 30 Seconds - Repair   | Resate&UN   | All Repair Calls   | _ B                                   | M  | Resale&UNE  |  |                    |                  |                                |
| -4-01  | % Change Management Notices sent on Time  | oss   | All types  | Т в                                   | 1 64   |   | ,——  | 1                  | CCAP             |                                |
| 4-03   | (Change Management Delay (5 + Days late)  | OSS   | All types  | B - ·                                 | -M-  |   | ¥  | <del> </del>       | CCAP             |                                |
|  |   |   | 75.19500   | -                                     | 1K   |   |  |                    |                  |                                |
| 5-01   | Software Validation   | OSS   | OSS  | В                                     | М  | 1.2   | ;  | T                  | CCAP             |                                |
|  |   |   |  |                                       |  |   |  |                    |                  |                                |
| 2-7-04   | Delay Hours - Falled/Rejected Test Deck Transactions Transactions falled, no work a   | aroun OSS   | OSS  | _ B                                   | M  |   | á  |                    | CCAP             |                                |
| D-8-01   | % On Time Manual Loop Qualifications  | 000   | O.T.   |                                       |  | 0.01  |  |                    |                  |                                |
| 5-6-02   | % On Time Engineering Record Request  | OSS OSS   | <u>OSS</u>   | <del> </del> − <del>B</del> −         | _ <u>V</u> _   | DSL DSL   | <del> -</del>  | <del> </del>       |                  |                                |
|  |   |   |  |                                       |  |   |  |                    |                  |                                |
|  |   | 033   | OSS_   | В.                                    | ΰ  | USL   |  |                    |                  |                                |
| <del>0-0-</del> 01   | % Missing Notifier Trouble Tick et PONS Cleared within 3 Bus. Days  | OSS   | OSS  | B<br>B                                |  | Art A Company   | ŧ.   | EDI                | _                | Not a C2C metric, but in NY PA |
|  | % Missing Notifier Trouble Tick et PONS Cleared within 3 Bus, Days  | OSS   | OS\$   | В                                     | υ  | er steede   |  | EDI                |                  | Not a C2C metric, but in NY PA |
| R-1-02   | % Missing Notifier Trouble Ticket PONS Cleared within 3 Bus, Days % On Time LSRC - Flow Through   | OSS<br>Resale   | OSS<br>POTS  | В В                                   | Ų  | Resale  | Resale   | EOI                |                  | Not a C2C metric, but in NY PA |
| R-1-02<br>R-1-04   | Missing Notifier Trouble Ticket PONS Cleared within 3 Bus, Days   Mon Time LSRC - Flow Through   Mon Time LSRC - No facility check IE)  | OSS<br>Resale<br>Resale   | OSS POTS POTS  | В<br>В<br>В                           | U<br>U   | Resale<br>Resale  |  | EDI                |                  | Not a C2C metric, but in NY PA |
|  | % Missing Notifier Trouble Tick at PONS Cleared within 3 Bue, Days % On Time LSRC - Flow Through % On Time LSRC - No facility check (E) % On Time LSRC - No facility check (F)  | OSS Resale Resale Resale  | OSS POTS POTS Specials - Total   | B<br>B<br>B                           | U<br>U<br>U  | Resale<br>Resale<br>Resale  | Resale<br>Resale   | EOI                |                  | Not a C2C metric, but in NY PA |
| R-1-02<br>R-1-04<br>R-1-04<br>R-1-06<br>R-1-06   | Missing Notifier Trouble Tick at PONS Cleared within 3 Bus. Days   On Time LSRC - Flow Through   On Time LSRC - No facility check (E)   On Time LSRC - No facility check (E)   On Time LSRC - Facility check (E)   On Time LSRC - Facility check (E)  | OSS Resale Resale Resale Resale   | OSS POTS POTS Specials - Total POTS  | B B B B                               | U<br>U<br>U  | Resale<br>Resale<br>Resale<br>Resale  | Resale   | EOI                | 96% widn 5 days  | Not a C2C metric, but in NY PA |
| R-1-02<br>R-1-04<br>R-1-04<br>R-1-06<br>R-1-06<br>R-1-02   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue, Days   On Time LSRC - Flow Through   On Time LSRC - No facility check (E)   On Time LSRC - Facility check (E)   | OSS Resale Resale Resale Resale Resale  | OSS  POTS POTS Specials - Total POTS Specials - Total  | B<br>B<br>B                           | υ<br>υ<br>υ<br>υ   | Resale<br>Resale<br>Resale<br>Resale<br>Resale  | Resale<br>Resale   | EOI                | 95% wifin 5 days | Not a C2C metric, but in NY PA |
| R-1-02<br>R-1-04<br>R-1-06<br>R-1-06<br>R-1-02<br>R-1-04   | Missing Notifier Trouble Tick at PONS Cleared within 3 Bus. Days   No Time LSRC - Flow Through   On Time LSRC - No facility check (E)   On Time LSRC - Reality check (E)   On Time LSRC - Facility check (E)   On Time LSRC - Facility check (E)   On Time LSRC - Flow Through    | OSS Resale Resale Resale Resale   | OSS POTS POTS Specials - Total POTS  | B B B B B B                           | U<br>U<br>U  | Resale<br>Resale<br>Resale<br>Resale  | Resale<br>Resale   | EOI UNE ORD.       | 95% wifin 5 days | Not a C2C metric, but in NY PA |
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| R-1-02<br>R-1-04<br>R-1-06<br>R-1-06<br>R-1-02<br>R-1-04<br>R-1-06<br>R-1-06<br>R-1-06<br>R-1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue, Days  | OSS  Resale Resale Resale Resale Resale UNE   | OSS  POTS POTS Specials - Total ZWire Digital ZWire xDSt Loop  | B B B B B B B B B B B B B B B B B B B | 0                  | Resale<br>Resale<br>Resale<br>Resale<br>Resale<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE  | Resale Resale Resale UNE UNE UNE   | UNE ORD.           |                  |                                |
| 1-1-02<br>1-1-04<br>1-1-04<br>1-1-06<br>1-1-02<br>1-1-04<br>1-1-06<br>1-1-06<br>1-1-04<br>1-1-04<br>1-1-04   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue, Days   On Time LSRC - Flow Through   On Time LSRC - No facility check (E)   On Time LSRC - Flow Index (E)   On Time LSRC - Facility check (E)   On Time LSRC - Facility check (E)   On Time LSRC - Flow Through   On Time LSRC - No facility check (E)   On Time LSRC - No facility check (E)   On Time LSRC - Reality check (E)   On Time LSRC - Facility check (E)   On Time LSRC - Facility check (E)   On Time LSRC - No facility c | OSS  Resale Resale Resale Resale Resale Resale UNE  | POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total ZWIre Digital ZWire xDSL Loop ZWire xDSL Loop  | B B B B B B B B B B B B B B B B B B B | 0                  | Resale<br>Resale<br>Resale<br>Resale<br>Resale<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE<br>UNE  | Resale Resale Resale UNE UNE   | UNE ORD.           |                  |                                |
| -1-02<br>-1-04<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-04<br>-1-04<br>-1-04   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through  | OSS  Resale Resale Resale Resale Resale Resale UNE  | POTS POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total ZWire Digital ZWire xDSt. Loop ZWire xDSt. Line Sharing   | B B B B B B B B B B B B B B B B B B B | ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט                    | Resale Resale Resale Resale Resale Resale UNE UNE UNE UNE UNE DSL DSL DSL DSL DSL   | Resale Resale Resale UNE UNE UNE   | UNE ORD.           |                  |                                |
| 1-02<br>-1-04<br>-1-04<br>-1-06<br>-1-06<br>-1-02<br>-1-04<br>-1-06<br>-1-06<br>-1-04<br>-1-04   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue, Days  | OSS  Resale Resale Resale Resale Resale UNE   | POTS POTS POTS Specials - Total ZWire DISL ZWire xDSL Loop ZWire xDSL Loop ZWire xDSL Loop   | B B B B B B B B B B B B B B B B B B B | 0                  | Resale Resale Resale Resale Resale Resale RunE UNE UNE UNE UNE UNE UNE DSI DSI DSI DSI DSI DSI DSI  | Resale Resale Resale UNE UNE UNE   | UNE ORD.           |                  |                                |
| 1-02<br>1-04<br>1-06<br>1-06<br>1-06<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through  | OSS  Resale Resale Resale Resale Resale Resale UNE  | POTS POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total ZWire VDSL Loop   | B B B B B B B B B B B B B B B B B B B | 0                  | Resale Resale Resale Resale Resale Resale Rune UNE UNE UNE UNE UNE UNE UNE DSL DSL DSL DSL DSL DSL DSL DSL  | Resale Resale UNE UNE UNE UNE UNE  | UNE ORD.           |                  |                                |
| 1-02<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through  | OSS  Resale Resale Resale Resale Resale UNE   | OSS POTS POTS POTS Specials - Total 2Wire Digital 2Wire XDSL Linep 2Wire XDSL Line Sharing Trunks 4-192  | B B B B B B B B B B B B B B B B B B B | 0                  | Resale Resale Resale Resale Resale Resale UNE UNE UNE UNE UNE UNE UNE DSL DSL DSL DSL DSL DSL DSL DSL DSL LSL L   | Resale Resale Resale UNE UNE UNE UNE UNE OSL                               | UNE ORD.           |                  |                                |
| 1-02<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days  On Time LSRC - Flow Through  On Time LSRC - No facility check (E)  On Time LSRC - No facility check (E)  On Time LSRC - No facility check (E)  On Time LSRC - No facility check (E)  On Time LSRC - Facility check (E)  On Time LSRC - Facility check (E)  On Time LSRC - No facility check (E)  On Time LSRC - Facility check (E)   | OSS  Resale Resale Resale Resale Resale Resale UNE  | POTS POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total ZWire VDSL Loop   | 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 | 0                  | Resale Resale Resale Resale Resale Resale Rune UNE UNE UNE UNE UNE UNE UNE DSL DSL DSL DSL DSL DSL DSL DSL  | Resale Resale Resale UNE UNE UNE UNE UNE OSL                               | UNE ORD.           |                  |                                |
| 1-02<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days  Non Time LSRC - Flow Through  On Time LSRC - No facility check (E)  On Time LSRC - No facility check (E)  On Time LSRC - No facility check (E)  On Time LSRC - No facility check (E)  On Time LSRC - Facility check (E)  On Time LSR - Facility check (E)  | Resale Resale Resale Resale Resale Resale Resale UNE  | OSS POTS POTS POTS Specials - Total 2Wire Digital 2Wire Digital 2Wire XOSL Loop 2Wire XOSL Loop 2Wire XOSL Loop 1 Tunits 4=192 All Trunks  | 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 | 0                  | Resale Resale Resale Resale Resale Resale Resale Resale Resale UNE  | Resale Resale Resale UNE UNE UNE UNE Resale Resale                         | UNE ORD.           |                  |                                |
| 1-02<br>1-04<br>1-04<br>1-08<br>1-08<br>1-06<br>1-04<br>1-04<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through  | OSS  Resale Resale Resale Resale Resale UNE   | OSS  POTS POTS Specials - Total ZWire Digital ZWire Digital ZWire XDSL Loop ZWire XDSL Liop Sharing Trunks 4/=192 All Trunks POTS POTS   | 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 | 0                  | Resale   | Resale Resale UNE UNE UNE UNE DSL DSL                                      | UNE ORD.           |                  |                                |
| -1-02<br>-1-04<br>-1-04<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-04<br>-1-06<br>-1-06<br>-1-06<br>-1-12<br>-1-12<br>-1-13   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days  To not time LSRC - Flow Through Cn Time LSRC - No facility check (E) Cn Time LSRC - No facility check (E) Cn Time LSRC - No facility check (E) Cn Time LSRC - No facility check (E) Cn Time LSRC - Facility check (E) Cn Time LSRC - Facility check (E) Cn Time LSRC - No facility check (E) Cn Time LSRC - Facility check (E) Cn Time LSR - Facility check (E)  | OSS  Resale Resale Resale Resale Resale Resale Resale Resale UNE  | OSS  POTS POTS POTS Specials - Total POTS Specials - Total POTS POTS POTS Specials - Total POTS Specials - Total ZWire Digital ZWire VDSL Loop   | B B B B B B B B B B B B B B B B B B B | U  | Resale   | Resale Resale UNE UNE UNE  Resale Resale Resale Resale                     | UNE ORD.           |                  |                                |
| -1-02<br>-1-04<br>-1-04<br>-1-06<br>-1-06<br>-1-06<br>-1-04<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1-06<br>-1 | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through   On Time LSRC - No facility check (E)   On Time LSRC - Flow Through   On Time LSRC - No facility check (E)   On Time LSRC - No facility check (E)   On Time LSRC - No facility check (E)   On Time LSRC - Facility check (E)   On Time LSRC - Facility check (E)   On Time LSRC - No facility check (E)   On Time LSRC - No facility check (E)   On Time LSRC - No facility check (E)   On Time LSRC - Facility check (E)   On Time LSR - Reject - No facility check (E)   On Time LSR - Reject - No facility check (E)   On Time LSR - Facility check (E)  | OSS  Resale Resale Resale Resale Resale Resale Resale UNE   | OSS POTS POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total POTS POTS POTS Specials - Total ZWIre Digital ZWIre XDSL Loop  | B B B B B B B B B B B B B B B B B B B |  | Resale Resale Resale Resale Resale Resale Resale Resale Resale UNE UNE UNE UNE UNE DSL DSL DSL DSL DSL DSL DSL DSL Resale Resale Resale Resale  | Resale Resale Resale UNE UNE UNE UNE Resale Resale                         | UNE ORD.           | 95% wi/n 5 days  |                                |
| 1-02<br>1-04<br>1-04<br>1-06<br>1-06<br>1-02<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days  | OSS  Resale Resale Resale Resale Resale Resale UNE  | OSS POTS POTS Specials - Total ZWire Digital ZWire XDSL Loop Trunks - 4=192 All Trunks POTS POTS Specials - Total POTS Specials - Total  | 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 | U  | Resale UNE UNE UNE UNE UNE UNE UNE RESALE RESALE Resale Resale Resale Resale   | Resale Resale Resale UNE UNE UNE  DSL DSL Resale Resale Resale             | UNE ORD.           |                  |                                |
| 1-02<br>1-04<br>1-04<br>1-06<br>1-06<br>1-02<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue, Days  Non Time LSRC - Flow Through Cn Time LSRC - No facility check (E) Non Time LSRC - Facility check (E) Cn Time LSRC - Facility check (E) Cn Time LSRC - Facility check (E) Cn Time LSRC - Flow Through Cn Time LSRC - No facility check (E) Cn Time LSRC - No facility check (E) Cn Time LSRC - Facility check (E) Cn Time LSRC - Facility check (E) Cn Time LSRC - No facility check (E) Cn Time LSRC - Registry check (E) Cn Time LSRC - Facility check (E) Cn Time LSR - Facility check (E)   | OSS  Resale | POTS POTS POTS Specials - Total ZWire DOSL Loop ZWire XDSL Loop ZWire  | B B B B B B B B B B B B B B B B B B B | ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט ט                    | Resale Resale Resale Resale Resale Resale Resale Resale Resale UNE UNE UNE UNE UNE UNE UNE UNE DSL DSL DSL DSL DSL DSL Rt. Trunks Int. Trunks Int. Trunks Resale Resale Resale Resale Resale Resale Resale Resale | Resale Resale UNE UNE UNE UNE Resale Resale Resale Resale UNE UNE          | UNE ORD.           | 95% wi/n 5 days  |                                |
| 1-02<br>1-04<br>1-04<br>1-06<br>1-06<br>1-02<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through  | Resale Resale Resale Resale Resale Resale Resale Resale Resale UNE  | OSS POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total POTS POTS POTS Specials - Total ZWIre Digital ZWIre XDSL Loop ZWire | B B B B B B B B B B B B B B B B B B B |  | Resale UNE UNE UNE UNE DSL DSL DSL DSL DSL DSL DSL DSL Resale Resale Resale Resale Resale Resale Resale Resale                                     | Resale Resale Resale UNE UNE UNE  DSL DSL Resale Resale Resale             | UNE ORD.           | 95% wi/n 5 days  |                                |
| 1-02<br>1-04<br>1-04<br>1-06<br>1-06<br>1-02<br>1-04<br>1-06<br>1-06<br>1-06<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-05<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through  | OSS  Resale Resale Resale Resale Resale Resale UNE  | OSS  POTS POTS Specials - Total ZWire Digital ZWire XDSL Loop Trunks - 4=192 All Trunks POTS POTS Specials - Total POTS Specials - Total POTS POTS Specials - Total  | B B B B B B B B B B B B B B B B B B B |  | Resale Resale Resale Resale Resale Resale Resale Resale Resale UNE UNE UNE UNE UNE UNE DSI DSI DSI DSI DSI DSI DSI DSI UNE  | Resale Resale Resale UNE UNE UNE  DSL DSL Resale Resale Resale Russale UNE | UNE ORD.  UNE ORD. | 95% wi/n 5 days  |                                |
| 1-02<br>1-04<br>1-04<br>1-06<br>1-06<br>1-02<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-04<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06<br>1-06   | Missing Notifier Trouble Tick et PONS Cleared within 3 Bue. Days   On Time LSRC - Flow Through  | Resale Resale Resale Resale Resale Resale Resale Resale Resale UNE  | OSS POTS POTS Specials - Total POTS Specials - Total POTS Specials - Total POTS POTS POTS Specials - Total ZWIre Digital ZWIre XDSL Loop ZWire | B B B B B B B B B B B B B B B B B B B |  | Resale UNE UNE UNE UNE DSL DSL DSL DSL DSL DSL DSL DSL Resale Resale Resale Resale Resale Resale Resale Resale                                     | Resale Resale UNE UNE UNE UNE Resale Resale Resale Resale UNE UNE          | UNE ORD.           | 95% wi/n 5 days  |                                |

|   |              |  |                          |                | _                         |                |                                    |             |  |               |
|---|--------------|--|--------------------------|----------------|---------------------------|----------------|------------------------------------|-------------|--|---------------|
|   |              | L- • 1   |                          | salmun'i Jini  | ַ חַ                      | d [            | - Trunks                           | Interconn.  | Neltakallon Troubles Reported Win 30 Days  | 10-9-8        |
|   |              |  |                          | _ 1 <b>9</b> 0 | n                         | ď              | nitiliqetprinsrita erill isbx eriw | BNU         | i SARCI OF NAME REPORTED TO SARCE IN THE SAR | 10-8-5        |
|   |              |  |                          |                | ַחַ                       | _ a            | QUO 1 JSQIX BUIMS                  | HNE         | % Installation Troubles Reported W/An 30 Days  | 10-9-8        |
|   |              |  | :                        | isa            | n i                       | d_ :           | Maligital ZVVire Digital           | ONE         | A Manager I roughes Reported Williams and a second of the  | 10-0-11       |
|   | 1            | DME - HC   | 3N(1                     | ∃N/∩           | <u>n</u> 1                | i              | Hat Cui Loop                       | ∃N∩         | A Resemblion 100/Dies Reported With 7 Days   | 20-9-8        |
|   |              |  |                          | _ ∃ND          | n                         | 9              | Specials - Total                   | - DAKE      | SÁRCI DE UVAA POLICIO SOR KONCUL UCHRANTSIA 12.  | 10-0-1        |
| - '   | i            |  |                          | 3NU            | L'U                       |                | Petform/Other                      | ⊒N/∩        | Resident Troubles Reported WAII 30 Days  | 10-9-8        |
|   |              |  |                          | Resale         | n l                       |                | Specials - Total                   | Resala      | % Installant Froubles Reported Win 30 Days   | . 10 9 H      |
| · [   | -            |  | · · · ·                  | Resele         | n                         |                | POTS                               | Resale      | * installation Troubless Reported Wind 30 Days   |               |
| شد سالت المسالة |              |  |                          |                | <u></u>                   |                | d.Cd                               | -heed       | and of all the property and fell in the light of the least of the leas | 10-3-8        |
|   |              |  |                          | supurui_ juj   | n I                       | el l           | ( 1/0.8c2                          | LINGS TELL  | · · · · · · · · · · · · · · · · · · ·  |               |
| - ·   | ·            |  |                          | EXITATE SITE   | <del>-</del> <del>'</del> |                | sgūruj                             | UCOCOUU'    | N Orders Missed for Facilities > 15 Days   | R-5-02        |
|   |              | <del></del>                                      |                          |                | <del>- ;; -</del> +       |                |                                    |             | * Missed Appointment - Facilities  | 10-6-8        |
|   |              |  |                          | 300            |                           | d              | Specials - Total                   | END         | % Orders Missed for Fedillies > 15 Days  | ₽ <b>∻</b> 05 |
|   | Į            |  |                          | aN∩            | n :                       | d\             | 8rioq                              |             | % Orders Massed for Facilities > 15 Usys   | 70-0-14       |
|   |              |  | 1                        | awn .          | U I                       | ď              | Specials - Tokal                   | ∃aN(∩       | % Messed Appointment - Facilities  | 10-5-8        |
|   |              |  | l                        | ann<br>OME     | ו תַּן                    | ď              | STO9                               | 3NO         | Winased Appointing en( - Facilities  | 10-2-8        |
|   |              |  |                          | State A        | ] n [                     | ᆸ              | leloT - alabeqS                    | Resale      | % Orders Missed for Facilities > 15 Days   | 20-9-8        |
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|   | ;            | :  |                          | SAB2371        | n                         | d l            | Specials - Total                   | Hessile.    | % Missed Appointment - Facilities  | R-5.02        |
| - j-  | · !          |  |                          | He53)e         | l ii l                    | ă l            | 2109                               | Resele      | spinor i manufactura bessit %:   | 10-2-8        |
|   |              |  |                          | J G            | '''                       | u              | 2100                               | elnee (     | saltitos 1 - Instruction Appeal &  | 10-8-8        |
|   |              |  | CONTRACT CONTRACT        | ement) i min   | _                         |                |                                    |             |  |               |
| إ ا   | 1            |  | salmutt lini             | estrant Ini    | Ū.                        | 8              | qNU                                | INNE        | W. Dino - UNE L. NP  | 70-1-8        |
| }   |              |  | ļ                        | alment Ini     | U                         | d )            | 2.MannT                            | Intercone.  | VAQUSGO DG(SK DSA)S  | Z0-1-8        |
|   |              |  | adount Jril              | ealmusti Joh   | <u>n</u>                  | _ d            | SAMUL                              | Interconn,  | PAR - Ide possin v.  | 10 1 8        |
|   |              |  | TSO                      | 150            | ו ה                       | a              | wice xdsi inee sheringkspilitin    | TIME        | W Missed Appl No Disperch  | 50-1-F        |
|   |              |  |                          | 180            | l ก l                     | اته            | wkie xdel literia erialistax exw   | ∃N⊓         | W Massed Appl Dispatch   |               |
| <del></del>   |              |  | Day                      | - risa         | 6                         | ā              | 2 Wire xDSL Loops                  | NAE         | * Missed Appl Dispakh  | 10-1-F        |
|   |              |  | <del></del>              | 180            | n                         | ų l            | PANE DIGIT                         | ∃N/i        | Appendig https://www.person.org  | 10-1-A        |
|   |              | <del></del> -                                    | TSCI                     | าริต           | n                         | 9              | nilifiqa/goineria enili labx exiv  | SNU)        | W Missed Appl Dispatch   | 10.1-8        |
| <del></del>   |              | · - — —  | TSC                      | 780            | n l                       | 3              | ZWire xDSL Loop                    |             | Average Delay Days   | R 4 02        |
| - ~   |              |  | , ISU                    |                | - ¦'                      |                |                                    | 3N/I        | Average Delay Days   | K-4-02        |
|   |              |  | ·                        | 750            |                           | e {            | Palipio at WS                      | , BNn       | Vverege Detay Days   | R-4-02        |
|   |              |  |                          | i ann          | Į.ū                       | ė l            | modely 2TO9                        | i ⊒Nn.      | % Missed Appl Mo Dispelon  | 90 + N        |
| i   |              | l  | NNE                      | · BNO          | וַ תַּוֹי                 | ا ف            | weM-qoo.                           | MAE         | riolegalG - IngA bassifit %  | 10·1-H        |
|   |              |  |                          | ∃M∩            | ן תַּייּ                  | d              | miolisig-2TO9                      | BNU         | * Missed Appl Dispatch   | 10 F H        |
|   |              | _  |                          | JNU            | ) n (                     | d l            | STOPI                              | BNO         | WAGESE DOIN DAYS   | 20-1-8        |
| 1   |              | _  |                          | ONE            | : n                       | al l           | Specials - Total                   | 3N0         | West Deley Days  |               |
| •   | !            | ŗ  | ann                      | ann.           | ותו                       | a              | Specials - Total (WOEEL/10F)       | BNO         | BioT - Ad - Jegs Assessing #   | 20.18         |
|   | 1            | 1  |                          | BND.           | l ñ l                     | - l            | HOF                                | 300         |  | 1018          |
|   |              |  |                          | ⊒N∩            | "                         | ä              | 133                                | - AND       | Wessed Appt BA - Total   | - HO-1-H      |
| !   | }            |  | 96899                    | Sesale         | - <del>  </del> -         |                | STOR                               | eleseR      | BIOT - AB - 1904 bessivi X   | R-4-01        |
| }   | }            | }  | aleseA                   | Resale         | - <del>  -</del>          | <u>d</u>       |                                    |             | Missed Appl Mo Dispatch  | 50-1-St       |
|   |              | _ <del></del>                                    | AlcaeSi                  |                |                           | d              | STO9                               | Resale      | chreatil - Nigh bessiv %;  | 70 1 Uk       |
|   | / <b>-</b> . | l  |                          | PIESER         | U,                        | d              | Specials                           | Resale      | VAGESS DEISK DEISK   | E-4-02        |
|   |              | l  |                          | PleseR         | n ;                       | d              | 2TO9                               | Resale      | YACCON DESA DESA DESA  | K-4-02        |
|   | 1            |  | SHE 2897                 | Resale         | n,                        | 4              | Specials - Total                   | Sesson F    | * Massed Appl Ad Mad besself *   | 10-1-24       |
|   |              |  |                          |                |                           |                |                                    |             |  | IU-V-60       |
|   |              |  | 1\$0                     | 780            | n í                       | d              | QOOL LEGINS                        | ∃NO         | The Completed with 6 Days (1-5 lines) Total  |               |
|   |              |  | <del> </del> <del></del> | TSC:           | n                         | 9              | SAMME X DSL -Line spiking          | ann -       | * Completed with 3 Days (1-5 lines) - No Dispatch  | 01-£-FF       |
|   |              |  | DET                      | TSC            | 1-6-1                     | 8              | ZWIRE X DSL -Line sharing          |             | - Assembly of Control 2-19 ages of the beliefering 4   | £0-£-A        |
| - <del></del>   |              | · · · · · · · · · · · · · · · · · · ·            | + - <u>222</u>           | - nne          | ı n                       | _ a _          | nectiOvinotist4                    | <u> IND</u> | % Completed with 3 Days (1-5 lines) - No Dispatch  | ED-E-99       |
|   |              | <del> </del>                                     |                          |                |                           |                |                                    | 3NN         | % Completed with 5 Days (1-5 fines) - Disparch   | 80 € 8k       |
|   |              | <del>                                     </del> |                          | =NU            | Ŭ.                        | d              | rent/Ovmoltur9                     | 3NN         | % Completed with 5 Days (1-5 lines) - No Disparch  | 80-E-R        |
|   |              |  |                          | 9629A          | Ū.                        | d              | STO9                               | Resale      | LOWERSHOT - (SOUNT ST.) SACT CHARLES - (SOUNT ST.)   | 60-C-H        |
|   |              | L  |                          | a szaA         | n                         | d              | - STO9                             | 64636R      | % Completed with 5 Days (1-5 lines) - No Dispatch  | 80-8-84       |
|   |              |  |                          |                |                           |                |                                    |             |  | 20 2 00       |
| total or achieved UNE flow through  |              | TH - BMU   |                          | NAE            | Û                         | в              | ∃N∩                                | ∃N∩         | beveildan - Actuard world w  | EO-9-HC       |
| Special provision is to make either   | •            | TH - BNU   |                          | S              | 'n                        | 8              | 3NO                                | NAE         | W How Through - Tolel  |               |
|   |              | <del></del>                                      | T                        | Ressie         | iöl                       | - <u>a</u>     | Blessor                            | eleses!     | bevelted - reguesti worl &   | 10-5-74       |
|   |              |  | <del></del>              |                |                           |                | -,                                 | 7 -6-4-0    | Flow Thursday a delicated a  | £0-6-FIC      |
| NOT & C.S.C. Intellig, but in NY PAP  |              | EDI  | ∃N∩.                     | = NA           |                           | a              | 35.60                              | 7110        | e ma seement a man never d   |               |
| Not a C2C metric, but in NY PAP   |              | 103  | G)ESGN                   | BISSEN -       | <u> </u>                  | 4              | 3110                               | =NO         | % SOP to Bill Completion with 3 Business Day s   | 60-1-FC       |
| Mod SC3C metric but to MV DAD   |              | , Na   | ејсзеН                   | P6269          | 11                        | 19             | eleseA                             | Resele      | % SOP to Bill Completion win 3 Business Day s  | 60-1-90       |
|   |              |  |                          | 11.77          |                           |                |                                    | T           |  |               |
|   |              | <b>K</b> 03                                      | <u> </u>                 | Transact To    | F.U.                      | Ħ              | Resalle & UNE combined             | SSO         | betzelesi ivik nolesimduesifi 🤻  | X 3-02        |
|   |              |  |                          |                |                           |                |                                    |             |  |               |
| i   |              |  |                          | int. Trunks    | U                         | ଶ              | SQ1=>> palnunT                     | interconn.  | toelest emit n.O. al   | 21-2-AC       |
|   |              |  |                          | DSF            | n n                       | g              | 2Wfre xDSL Line Sharing            | 3NO         | A COLUMN FOR LIGHT SEEK CE)  | 90-2-90       |
|   |              |  | 1                        | Der            | ก                         | g              | 2Wire XOSL Loop                    | ano         | (3) AUGUST - LACON CURCE (F)   |               |
|   |              |  | 1                        | n <b>s</b> a   | 'n                        | <u></u>        | SWIMS SING                         | ⊒N∩         | * On Time LSR Reject - Facility check (E)  | 90-2-90       |
|   |              |  | TSO                      | 180            |                           | <del></del> -  | 244re xDSL Line Shering            | 3N∩         | % On Time LSR Reject - No teating check (E)  | PR-2-06       |
| !   |              | <del></del>                                      | 750                      | 150            | <u>'</u> ' -              | <mark>8</mark> | 2VV/re xDSL Loop                   | : ENC       | 12) Jeans Market and All Ball 10 %   | 70-2-H        |
|   |              | į  |                          |                | OAN.                      | (g)            | taubor9                            |             | * On Time LSR Reject - No facility check (E)   | 40-S-RC       |
| elunuse.  | 11.000       | PHOICHAN   |                          |                |                           | 1 1 1 1        | COOKS LA                           | Service     |  | # OUROUS      |
| Соттель Соттель   | CCAP         | Provisions                                       | Measures                 | WOE            | 1984                      |                | to up and                          | anima 3     | Metric   | # ohteM       |
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| ·                                     | <u> </u>        |              | Collocation  | ! [  | W            | e                               | InampuA                                     | Collocation              | Isutiv - emiT nO %   | NP-2-06                                      |
|                                       | <b></b>         |              | Collecation  |  | W            | 9                               | wey   | Collocetton              | heuthV ~ erniT nO %  | 90-2-4N                                      |
| 4 combined for PAP purposes           | <u> </u>        |              | Collegeation | !  | M            | 8                               | )nemguA                                     | Collocation              | % On Time - Physical   | NP-2-05                                      |
| 20200 Min GAS tol bacidoos A          |                 |              | Collocation  | :  | W            | и.<br>Я                         | WOM   | Collocation              | % On Time - Physical   | NP-2-05                                      |
|                                       | <del></del>     | -            | Collocation  |  | ŭ            | 8 ;                             | WOM   | Collocation              | M. On Time Response. Collocation Request - Virtual M. On Time Response. Collocation Request - Virtual  | SQ-S-9N                                      |
| ~                                     |                 |              | Colocation   | ,  | U            | 8                               | MompuA<br>World                             | Collocation              | MOn Time Responses - Collocation Request - Physical No On Time Responses - Collocation Request - Water   | NP-2-02                                      |
| 4 combined for PAP purposes           | } <del>-</del>  | <b>-</b>     | Colocation   |  | -∺-          | · 🖁                             | way   | Collocation              | *On Time Response - Collocation Request - Physical -   | NP-2-01                                      |
| , , , , , , , , , , , , , , , , , , , | l               |              | ., -u-o      |  | *1           |                                 | mo[4  | oo,jooday.               | *On Time Becomes Calendine Beautiful Bluetest  | 10-2-9N                                      |
|                                       |                 |              | symut jul    | nt. Tunks  | Mi i         | 8                               | exinut lisma                                | 'ULCOJ9)U                | # or Final Trunk Groups Blocked 3 Months   | 10-1-4N                                      |
|                                       |                 |              | astraunt in  | SAINUT 3M  | w,           | 8                               | SHUMI IBULL                                 | ้ามเรื่องอยู่นั้น        | # of Final Trunk Groups Blocked 2 Months   | DO-1-GN                                      |
|                                       |                 |              |              |  |              |                                 |   |                          |  | W I GN                                       |
|                                       |                 |              |              | int. Trumks  | n ;          | d                               | aninu T                                     | -unconstra               | P. Repeat Repeats varin 30 Days  | IO-S-NM                                      |
|                                       |                 |              | 180          | 180  | ກ j          |                                 | ratiliqa\grinerta emil lebx eniw            | 3NI)                     | SARTI OF WIAA SUCHELL WOODLY W   | 10-9-1M                                      |
|                                       |                 | L i          | 750          | nsa  | U.           | d                               | 2Wire xDSL Loop                             | ann                      | SAPOR OF WINDOWS AND SO THE SAN STATE OF | 10-9-FM                                      |
|                                       |                 | <u> </u>     |              | nsa  | ก            | a Ţ                             | IsligiC StIVVS                              | JNU                      | SARO OF WAY STORES AND SO DAY  | 10-S-FM                                      |
|                                       | i               | L 1          | ∃N∩          | UNE  | 0.           | d                               | Specials - Total                            | NNE                      | SARU 30 DBAS   | 10-6-FIM                                     |
|                                       |                 |              | ∃NN.         | IND  | Ū.           | d l                             | STO9  | AND                      | Py Repeat Reports New 30 Days  | 10-8-FIM                                     |
|                                       |                 |              | eleceA       | elecar.  | n            | - d _                           | IsioT - stabag2                             | elesa.F                  | % Repeat Reports well 30 Days  | 10-5-794                                     |
|                                       | ]               |              | elsseR       | - Meself   | ก            | d                               | ST09  | R62910                   | % Report Reports with 30 Days  | 10-8-FIM                                     |
|                                       |                 |              | int. Trunks  | Edwarf, Inf  | 0            |                                 | China III                                   | UJBICOUU.                |  |  |
|                                       |                 | ├-· -        | advant in    | Spirit ju  | ถ<br>ก       | d                               | niitiiqa\gninaria enii lebx eniw<br>eximunT | ENU.                     | Meson Trans to Repeat - Total  | 10-1-5M                                      |
|                                       |                 | <del> </del> |              | so   | ก็           | a                               | ZWine xDSL Loop                             | BNU                      | elduorit CO - hisque in a milit neelin :   | MR-4-03                                      |
|                                       |                 |              |              | 190  | 'n           | a                               | Paigid Silve                                | BNO                      | Mean Time to Repair - CO Trouble   | EO-1-71M                                     |
| · ·                                   | <del> </del>    |              | 7SO          | TSG  | ก็           |                                 | Militarionina and sbx 91)w                  | EWU.                     | Mean Time for the plant in the  | EG-1-FMA                                     |
|                                       | ] - <del></del> |              | TSQ          | 7 <b>S</b> G   | 'nΙ          | ä .—                            | 2Wire xDSL Loop                             | INE                      | Although of American Land Coop Trouble and | 20-1-FIM                                     |
|                                       |                 |              |              | TSO  | 'n l         | ٠ ټ <u>ـ</u>                    | 2VVTe Digital                               | ONE                      | Mean Time to Repair - Loop Trouble   | 20-1-FM                                      |
| -                                     |                 |              |              | ∃N∩  | n l          | 3-                              | Specials - DSO & below                      | AND                      | \$ 200 % start graft   | 80-1-91M<br>20-1-91M                         |
|                                       | i               |              |              | 3Nn  | n l          | - <u>5</u>                      | Specials - DS1 & above                      | ann                      | % 000 × 24 House   | 80-1-78W                                     |
|                                       |                 |              | 3ND          | 3Nn  | n l          | a -                             | STOP  | INE                      | % 000 × 24 Hours   | 90 1-98M                                     |
|                                       |                 |              | 3NN          | ⊒N∩  | ñΙ           | . a ~~                          | 2109  | CME                      | Mean Time to Rapeat - CO Trouble   | MR-4-03                                      |
| <u> </u>                              | 1               | ]            | 3NO          | ⊒N⊓  | n            | a 7                             | \$10d                                       | INE                      | Mean Time to Repelt - Loop Trouble   | MR 4 02                                      |
|                                       | 1               |              | <b>IN</b> O  | ∃N⊓  | n            | d                               | lejc sjepeds                                | IND                      | IsloT - niscost of smiT neoff  | 10-1-584                                     |
| Ĺ                                     | 1               |              |              | Glge#A   | n            | а                               | Specials - Total                            | elaza A                  | % OOS > 24 Hours   | 80-1-7HV                                     |
|                                       | 1.              |              | Piese        | eleseR   | n            | ત !                             | \$TO9                                       | Resale                   | SUDDE PS < SUDDE   | BO-1-SW                                      |
|                                       | !               | [            | Resale       | elsse/i  | U            | d .                             | \$TO9                                       | eleseA                   | Mean 11me to Repair - CO Trouble   | E0-1-FIN                                     |
| <del></del>                           |                 |              | elese/A      | alsseA   | п            | d                               | eroq  | Resale                   | Tripe of Tripe of Couple   | MR-4-02                                      |
|                                       |                 | ì            | Sec. 2057    | Resale   | П            | d                               | Specials - Yotal                            | SissaR<br>Resale         | Meen Time to Repeir - Tolsk  | IO-F-HM                                      |
|                                       |                 |              |              | 700  | •            |                                 |   |                          |  |  |
|                                       |                 |              |              | 750  | Ū            | d                               | nitiligetenheriz enil isbx eniw             | 3N/i                     | * Massed Repair Appt, (Central Office)   | SO-C-FIM                                     |
|                                       | ·               |              |              | 150<br>150   | U            | a                               | 2Wke Dgkal                                  | 3N/i                     | % Massed Repair Appl. (Central Office)   | MR-3-02                                      |
|                                       |                 |              | 150          | 150  | 'n           |                                 | nilliliqa'enheria enil iabx eniw            | 300                      | % Messel Repair Appt. (Loop)   | NR-3-02                                      |
| <del></del>                           | ·               |              | 1Sd          | TSO  | <u></u>      |                                 | SWILD KUST LOOP                             | 300                      | % Missed Repair Appt. (Loop)   | 10-E-PM                                      |
| , <del> </del>                        |                 | <del> </del> | <del></del>  | TSC  | 'n           | - 3                             | KINDKI SILIMS                               | ∃N()                     | % Missed Repair Appl. (Loop)   | 10-E-FMA                                     |
|                                       |                 | †            |              | IND  | U.           | a                               | STO9  | BNI                      | % Missed Repair Appt, (Central Office)   | 10-E-FIM                                     |
|                                       |                 |              |              | . BNO  | n i          | d                               | STO9  | 3NA                      | * Missed Repair Appt. (Loop)   | 10-E-FIM                                     |
|                                       |                 | 1            | 1            | elaza/i  | n            | <u>-</u>                        | STO9  | PASSARI<br>PASSARI       | I w westen kepal Appl, (Central Office)  | NR-3-02                                      |
|                                       |                 | L            | L            | Plessifi<br>1  | n            | а                               | STO9  | 945.20.Fl                | / Missed Repair Appl. (Long)   | MR-3-01                                      |
|                                       |                 |              |              |  |              |                                 |   |                          |  | ~ 0.0/1                                      |
|                                       |                 |              |              | 750  | _            | d                               | militacigniments and lebx only              |                          | Network Trouble Report Rate (Central Office)   | MR-2-03                                      |
|                                       | l               |              |              | 11\$0  | n            | d                               | ZWI'RB X DSL                                | ∃N∩                      | Network Trouble Report Rate (Central Office)   | MR-2-03                                      |
|                                       | ļ               | <u> </u>     | l            | 180  | 2            | d                               | IBIIQKI GIIWS                               | BNO                      | Network Trouble Report Rate (Central Office)   | EO-S-FM                                      |
|                                       |                 | L            |              | TSO  | <u> </u>     | d                               | nillingsveringris enil lebx eniw            | 3NÚ                      | Network Trouble Report Rate (Loop)   | MR-2-02                                      |
|                                       |                 | <u> </u>     | ļ            | 180  | n            | _d                              | ZWIre x OSL                                 | 3NU                      | Network Trouble Report Rate (Loop)   | S0-S-FIM                                     |
|                                       |                 | <b></b> _    | ļ.           | 180  | Ū            |                                 | Isilgiti eniMS                              | 3NO                      | Wetwork Trouble Report Rate (Loop)   | WH-2 C2                                      |
| )                                     | d :             | <u> </u>     |              | ann<br>ann   | Ü            | - d                             | 8104  | NNE                      | Merwork Trouble Report Rale (Loop)   | 20-2-FIM                                     |
| I                                     |                 | <del> </del> | <del> </del> | Hessie   | ٠ <u>δ</u> ٠ | d                               | Specials - Total                            | Hassie                   | Network Trouble Report Rate (Total)  | MR-2-01                                      |
|                                       |                 |              | 1            |  | U            | d                               | Specials - Total                            | Hessie<br>Hessie         | Memorit Trouble Report Rate (Tops)   | MR-2-02                                      |
|                                       | ļ               | <del> </del> |              |  |              | ı d                             | I IN T - PROPERTY.                          | 46.354                   |  | 10-2-FM                                      |
|                                       |                 |              |              | 9jasaFi  |              |                                 |   |                          |  |  |
|                                       |                 |              |              |  |              |                                 |   | 600                      |  |  |
|                                       |                 |              |              | 3NUA9lezaA   | W            | 8                               | Web GUI                                     | 580                      | Average interported [and 1 route   | 90-1-HM                                      |
|                                       |                 |              |              | MUMoissa A<br>3MUMoissa A  | M            | 8                               | Web GUI                                     | \$80                     | Average Response Time - Censel (Touble   | 10-1-5MA<br>1-06                             |
|                                       |                 |              |              | Resaled UNE<br>Museled UNE<br>Mesaled UNE  | M<br>M       | 8<br>8                          | Web GUI                                     | SSO                      | Average Response Trins - Modify Trouble Average Response Trins - Canoli Trouble  Average Response Trins - Test Trouble   | 10-1-59N<br>10-1-59N                         |
|                                       |                 |              |              | MUMoissa A<br>3MUMoissa A  | M            | 8                               | Web GUI                                     | \$80                     | Average Response Time - Censel (Touble   | 10-1-5MA<br>1-06                             |
|                                       |                 |              |              | Resaled UNE<br>Museled UNE<br>Mesaled UNE  | M<br>M       | 8<br>8                          | Web GUI                                     | SSO                      | Average Response Trins - Modify Trouble Average Response Trins - Canoli Trouble  Average Response Trins - Test Trouble   | 10-1-59N<br>10-1-59N                         |
|                                       |                 | OME-HC       | 3N/0         | Resaled UNE<br>Museled UNE<br>Mesaled UNE  | M<br>M       | 8<br>8                          | Web GUI                                     | SSO                      | Average Response Time - Creste Trouble  Average Response Time - Cenade Trouble  Average Response Time - Cenade Trouble  addroit part - and response Time - and response Trouble  | 10-1-284<br>50-1-284<br>50-1-284<br>50-1-284 |
| Сомпелія                              | CC∀b            | NME-HC       | SWU Sesures  | SMINORESERY<br>SMINORESERY<br>SMINORESERY<br>SMINORESERY   | M<br>M       | 8<br>9<br>9                     | Web GUI<br>Web GUI<br>Web GUI               | \$80<br>\$80<br>\$80     | % On Time Performance  Average Response Time - Creste Trouble  Average Response Time - Cenali Trouble  Average Response Time - Cenali Trouble  addrort Figure Trouble  To and Trouble  Average Response Time - Cenali Trouble  | PR-9-01<br>MR-1-03<br>MR-1-03<br>MR-1-03     |
| Commands                              | CCVb            |              | Measures     | Hassish Mersel Marsel Multiplesser Marsel Multiplesser Mu | M M          | 8<br>8<br>8<br>8                | Hot Cut Loop  Web GUI  Web GUI              | OSS<br>OSS<br>OSS<br>OSS | % On Time Performance  Average Response Time - Creste Trouble  Average Response Time - Cenali Trouble  Average Response Time - Cenali Trouble  addrort Figure Trouble  To and Trouble  Average Response Time - Cenali Trouble  | 10-1-284<br>50-1-284<br>50-1-284<br>50-1-284 |
| Commanis                              | CCVb            | Provisions   |              | Hassish Mersel Marsel Multiplesser Marsel Multiplesser Mu | M<br>M       | Benchmark (B) B B B B B B B B B | Hot Cut Loop  Web GUI  Web GUI              | OSS<br>OSS<br>OSS<br>OSS | % On Time Performance  Average Response Time - Creste Trouble  Average Response Time - Cenali Trouble  Average Response Time - Cenali Trouble  addrort Figure Trouble  To and Trouble  Average Response Time - Cenali Trouble  | PR-9-01<br>MR-1-03<br>MR-1-03<br>MR-1-03     |
| Соятапія                              | CCVb            | Provisions   | Measures     | Hassish Mersel Marsel Multiplesser Marsel Multiplesser Mu | M<br>M       | 8<br>8<br>8<br>8                | Hot Cut Loop  Web GUI  Web GUI              | OSS<br>OSS<br>OSS<br>OSS | % On Time Performance  Average Response Time - Creste Trouble  Average Response Time - Cenali Trouble  Average Response Time - Cenali Trouble  addrort Figure Trouble  To and Trouble  Average Response Time - Cenali Trouble  | PR-9-01<br>MR-1-03<br>MR-1-03<br>MR-1-03     |
| Commanis                              | CCVb            | Provisions   | Measures     | Hassishing<br>Fassishing<br>Musassing<br>Musassing<br>Residenting  | M<br>M       | Benchmark (B) B B B B B B B B B | Hot Cut Loop  Web GUI  Web GUI              | OSS<br>OSS<br>OSS<br>OSS | % On Time Performance  Average Response Time - Creste Trouble  Average Response Time - Cenali Trouble  Average Response Time - Cenali Trouble  addrort Figure Trouble  To and Trouble  Average Response Time - Cenali Trouble  | PR-9-01<br>MR-1-03<br>MR-1-03<br>MR-1-03     |

ME PAP

Attachment B Page 4

| NP-2-08<br>NP-2-08 | Average Delay Days - Physical<br>Average Delay Days - Physical<br>Average Delay Days - Virtual<br>Average Delay Days - Virtual | Service<br>Collocation<br>Collocation<br>Collocation | Product<br>New<br>Augment<br>New<br>Augment | Parity (P) or<br>Benchmark<br>(B)<br>B<br>B<br>B<br>B | . <b>M/</b> U<br>. บ<br>บ<br>บ<br>บ |             | Critica! Measures Collocation Collocation Collocation Collocation | Special<br>Provisions | CCAP | Comments 4 combined for PAP purposes |
|--------------------|--|--|---|---|-------------------------------------|-------------|---|-----------------------|------|--------------------------------------|
| DI-1-02            | % DUF in 4 Sustness Days   | DUF  |   | В   | M                                   | ReselectiNE |   |                       |      |                                      |
| BI-3-04<br>BI-3-05 | Billing Claims Acknowledged Wilthin Two Business Days<br>Billing Claims Resolved Wilthin 28 Calendar Days after Ack.           | EIM<br>EIM   |   | В В   | Ü                                   |             |   | BILLING _             | 1    |                                      |

For \$tandards with 95% Benchmark

| % table     |             | F       | erformance Sco | ге       |
|-------------|-------------|---------|----------------|----------|
| Sample Size | Zero Weight | 0       | 1              | -2       |
| 1           | 0.00%       | 100.00% |                |          |
| 2           | 50.00%      | 100.00% | 0.00%          |          |
| 3           | 66.67%      | 100.00% | 33.33%         | 0.00%    |
| 4           | 75.00%      | 100.00% | 50.00%         | 25.00%   |
| 5           | 80.00%      | 100.00% | 60.00%         | 40.00%   |
| 6           | 83.33%      | 100.00% | 66.67%         | 50.00%   |
| 7           | 85.71%      | 100.00% | 71.43%         | 57.14%   |
| 8           | 87.50%      | 100.00% | 75.00%         | 62.50%   |
| 9           | 88.89%      | 100.00% | 77.78%         | 66.67%   |
| 10          | 90.00%      | 100.00% | 80.00%         | 70.00%   |
| 11          | 90.91%      | 100.00% | 81.82%         | 72.73%   |
| 12          | 91.67%      | 100.00% | 83.33%         | 75.00%   |
| 13          | 92.31%      | 100.00% | 84.62%         | 76.92%   |
| 14          | 92.86%      | 100.00% | 85.71%         | 78.57%   |
| 15          | 93.33%      | 100.00% | 86.67%         | 80.00%   |
| 16          | 93.75%      | 100.00% | 87.50%         | 81.25%   |
| 17          | 94.12%      | 100.00% | 88.24%         | 82.35%   |
| 18          | 94.44%      | 100.00% | 88.89%         | 83.33%   |
| 19          | 94.74%      | 100.00% | 89.47%         | 84.21%   |
| 20+         |             | 95.00%  | 90.00%         | < 85.00% |

For Standards with 90% Benchmark

| % table     |             | P       | erformance Sco | ore      |
|-------------|-------------|---------|----------------|----------|
| Sample Size | Zero Weight | 0       | -1             | -2       |
| 1           | 0.00%       | 100.00% |                |          |
| 2           | 50.00%      | 100.00% | 0.00%          |          |
| 3           | 66.67%      | 100.00% | 33.33%         | 0.00%    |
| 4           | 75.00%      | 100.00% | 50.00%         | 25.00%   |
| 5           | 80.00%      | 100.00% | 60.00%         | 40.00%   |
| 6           | 83.33%      | 100.00% | 66.67%         | 50.00%   |
| 7           | 85.71%      | 100.00% | 71.43%         | 57.14%   |
| 8           | 87.50%      | 100.00% | 75.00%         | 62.50%   |
| 9           | 88.89%      | 100.00% | 77.78%         | 66.67%   |
| 10 +        |             | 90.00%  | 80.00%         | < 70.00% |

For Standards with 85% Benchmark

| % table     |             | P       | erformance Sco | re             |
|-------------|-------------|---------|----------------|----------------|
| Sample Size | Zero Weight | 0       |                | -2             |
| 1           | 0.00%       | 100.00% |                |                |
| 2           | 50.00%      | 100.00% | 0.00%          |                |
| 3           | 66.67%      | 100.00% | 33.33%         | 0.00%          |
| 4           | 75.00%      | 100.00% | 50.00%         | 25.00%         |
| 5           | 80.00%      | 100.00% | 60.00%         | 40.00%         |
| 6           | 83.33%      | 100.00% | 66.67%         | 50.00%         |
| 7           |             | 85.00%  | 71.43%         | 57.14%         |
| 8           |             | 85.00%  | 75.00%         | 62.50%         |
| 9           |             | 85.00%  | 77.78%         | 66.67%         |
| 10          |             | 85.00%  | 80.00%         | 70.00%         |
| 11          |             | 85.00%  | 80.00%         | 72.73 <u>%</u> |
| 12+         |             | 85.00%  | 80.00%         | < 75 %         |

For Standards with 80% Benchmark

|             | Lororanina  | TUS WITH OU 76 | DALICATINALY   |        |
|-------------|-------------|----------------|----------------|--------|
| % table     |             | F              | erformance Sco | re     |
| Sample Size | Zero Weight | 0              | -1             | -2     |
| 1           | 0.00%       | 100.00%        |                |        |
| 2           | 50.00%      | 100.00%        | 0.00%          |        |
| 3           | 66.67%      | 100.00%        | 33.33%         | 0.00%  |
| 4           | 75.00%      | 100.00%        | 50.00%         | 25.00% |
| 5           |             | 80.00%         | 60.00%         | 40.00% |
| 6           |             | 80.00%         | 66.67%         | 50.00% |
| 7           |             | 80.00%         | 71.43%         | 57.14% |
| 8           |             | 80.00%         | 75.00%         | 62.50% |
| 9           |             | 80.00%         | 75.00%         | 66.67% |
| 10 +        |             | 80.00%         | 75:00%         | < 70 % |

### **Attachment D**

For each month of the first six months the PAP is in effect, Verizon Maine will provide the Commission, in an electronic medium, the raw data (also known as flat files) from which the provisioning and maintenance portions of the aggregate and per Maine CLEC wholesale carrier-to-carrier service quality reports were generated. Verizon Maine will also provide the Commission, in an electronic medium, raw data files regarding the other domains in the carrier-to-carrier guidelines (i.e., preordering, ordering, network performance, billing, and operator services, aggregate and per CLEC); provided the requirements of this paragraph do not cause undue burden because of technical impracticability or other relevant grounds. After the six months' of flat files are provided, Verizon Maine will retain the raw data for a period of one year after the close of each reporting month, and will make such raw data available to the Commission upon request.

The raw data that Verizon Maine will provide constitutes competitivelysensitive information concerning the commercial activity of Verizon Maine's
wholesale and retail customers. Accordingly, Verizon Maine will submit all raw data
described here to the Commission under seal. The Commission shall maintain any
and all reports and raw data submitted under seal in non-public files, will otherwise
maintain the confidentiality of such reports and data, and will disclose such reports
and data only to Commission officials, employees, or contractors with a need for
access to such reports and data for official purposes.

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#### **Unbundled Dark Fiber** 2.

#### 2.1 General

(M)

| 2.1.1    | Description  |
|----------|--|
| A.       | <b>Dark Fiber</b> provides a TC with an unlit, continuous fiber optic strand within an existing, in-place Telephone Company fiber optic cable sheath solely for use in the provision of telecommunications services.   |
| 1.       | A strand is not considered continuous if splicing is required to provide fiber continuity between locations except as provided for in 2.1.1.B.2.b. following.  |
| 2        | A dark fiber UNE consists of two fiber strands.  |
| В.       | The Telephone Company provides access to the following types of dark fiber.  |
| 1.       | <b>Loop Dark Fiber</b> — is provided between the TC's collocation arrangement in the Telephone Company's central office and the end user's premises in the same serving wire center.   |
| 2.       | <b>IOF Dark Fiber</b> — is provided between TC collocation arrangements in Telephone Company central offices or between such arrangements and the TC's central office.   |
| a.<br>b. | Where a direct IOF dark fiber route (i.e., span between point A and point Z with no intermediate offices) is not available, the Telephone Company will provide, where available, dark fiber via an indirect route that passes through no more than two intermediate central offices and where the total distance of the dark fiber combined via such intermediate cross connections does not exceed 20 miles.  Collocation for IOF dark fiber at an intermediate office is not required where the Telephone  |
|          | Company can provide intermediate cross connections between fiber distribution frames or at any other technically feasible point in the intermediate office(s).   |
| C.       | Access to dark fiber is available only at a pre-existing Telephone Company accessible terminal such as a fiber distribution frame or a fiber patch panel.  |
| D.       | Dark fiber is only available where in-place, spare facilities exist. The Telephone Company will not construct new or additional facilities and will not introduce additional splice points to accommodate dark fiber requests.   |
| Ei.      | A dark fiber loop and dark fiber IOF will be offered to TCs in the condition that it is available in the Telephone Company's network at the time that the TC submits its request (i.e., "as is"). Dark fiber, where available, conformed to those Telephone Company standard transmission characteristics in place at the time the fiber was installed. The Telephone Company does not guarantee that the transmission characteristics of dark fiber will remain constant over time. The Telephone Company will not re-terminate or re-splice fibers in order to improve transmission characteristics. The TC assumes all risks associated with the unforeseen introduction of future splices on dark fiber. The Telephone Company shall not be required to convert lit fiber to a dark fiber loop or dark fiber IOF for the TC's use. |
| F.       | Spare wavelengths on fiber strands, where Wave Division Multiplexing (WDM) or Dense Wave Division Multiplexing (DWDM) equipment is deployed, are not considered to be dark fiber loops or dark fiber IOF, and, therefore, will not be offered to TCs as dark fiber loops, or dark fiber IOF.   |
| G.       | Fiber that has been assigned to fulfill a customer order or for maintenance purposes will not be offered to TCs as dark fiber loops or dark fiber IOF.   |
| H.       | The Telephone Company shall not be required to lease to TCs dark fiber pairs as unbundled dark fiber loops or dark fiber IOF that the Telephone Company has allocated for another TC (e.g., they have been installed or allocated to serve a particular TC in the near future), or allocated for growth or survivability in a particular part of its network as demonstrably   |

(Issued: May 1, 2002) Proposed Effective: May 31, 2002

Effective:

Docket No.

Edward B. Dinan President-ME Verizon New England Inc. d/b/a/ Verizon ME

## 2. Unbundled Dark Fiber

(N)

#### 2.1 General

## 2.1.1 Description

Dark fiber is provided subject to the availability of facilities on a first-come, first-served basis. Reservations for dark fiber are not accepted.

## 2.1.2 Ordering Conditions

- A. Prior to ordering a dark fiber UNE, a TC must submit a dark fiber inquiry form to have the Telephone Company conduct a review of its existing cable records to determine whether spare dark fiber is available. Written inquiries for a dark fiber UNE must designate the two locations (i.e., A and Z points) between which dark fiber is desired and the quantity of fiber pairs requested. Additional locations require additional inquiries. The Telephone Company will respond to dark fiber inquiries in writing generally within 15 business days except that for voluminous requests or large, complex projects, the Telephone Company reserves the right to negotiate a different interval.
- 1. If the records indicate that the requested quantity of spare dark fiber exists over a direct or indirect route, the Telephone Company will notify the TC and provide the estimated mileage and, if applicable, the number of intermediate central offices. This does not constitute a reservation and the Telephone Company does not guarantee that spare dark fiber will be available at the time the TC places an order.
- 2. If the records indicate that the requested quantity of dark fiber between the A and Z points is not available over the direct route or up to two alternate indirect routes, the TC may request cable documentation or a fiber map, as described in Section 2.1.3.A.1. following (Additional Engineering Services).
- B. The TC may place an order for a dark fiber UNE via an ASR any time following completion of the inquiry.

## 2.1,3 Additional Engineering Services

- At the option of the TC, the following additional engineering services regarding dark fiber are available. The TC will be billed charges as detailed in Part M, Section 2.1.1. following.
- 1. Cable Documentation -- If a dark fiber inquiry reveals that there is no dark fiber available, the Telephone Company will, upon separate request from the TC, provide the TC with written documentation and a fiber map within 30 days of the request. The documentation will provide the following information:
  - A map (hand drawn, if necessary) showing the spans along the direct route and two (2)
    alternate routes (where available) and indicating which spans have spare fiber, no available
    fiber, and construction jobs planned for the next year or currently in progress with the
    estimated completion dates;
  - The total number of fiber sheaths and strands between points on the requested routes;
  - The number of strands currently in use or assigned to a pending service order;
  - The number of strands in use by other carriers:
  - The number of strands assigned to maintenance;
  - The number of spare strands; and
    - The number of defective strands.

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(N)

Verizon New England Inc. d/b/a/ Verizon ME

## 2. Unbundled Dark Fiber

# 2.1 General

Additional Engineering Services

#### 2. Field Survey

2.1.3

- a. Option 1 -- Records indicated no spare fibers: If the dark fiber records review indicated that spare fiber is not available, the TC may request that the Telephone Company perform a field check to verify that no spare fibers are available. A technician will be deployed to ensure the fiber matches the inventory records for in use, defective, and maintenance fibers. If the records do not match, the Telephone Company will inform the TC that fiber is available and will update its fiber inventory records. The TC will be charged time and materials for the field survey.
- b. Option 2 -- Records indicated spare fiber available: If the dark fiber records review indicated that spare fiber is available, the TC may request that the Telephone Company perform a field survey to ensure that such fiber pairs are available (i.e., not defective and not been used by field personnel for prior emergency restoration activity) and to perform transmission loss test(s). The test results will be documented and provided to the TC. The TC will be charged time and materials for the field survey.
- 3. Testing After a dark fiber circuit is provisioned, the TC may request testing of the dark fiber circuit to determine actual transmission characteristics. If the TC subsequently determines that the dark fiber circuit provided by the Telephone Company is not suitable, it must submit a request to disconnect the dark fiber circuit. The TC will be charged time and materials for the testing.
- 4. Serving Wire Center Fiber Layout Map -- A TC may request a fiber layout map for a wire center for preliminary design purposes only. Fiber layout maps are based upon the Telephone Company's existing records and are provided subject to a proprietary agreement. The map will show the routes within the wire center where there are existing Telephone Company fiber cable sheaths. The TC will be charged time and materials for the fiber layout map.
- 5. Cleaning Connectors -- A TC may request that the Telephone Company clean the connectors on an unbundled dark fiber network element in order to remove non-embedded contaminants. The TC will be charged time and materials for all work performed related to cleaning connectors.
- 6. Retrofitting Connectors A TC may request that the Telephone Company retrofit older connectors on an unbundled dark fiber network element with the Telephone Company's currently approved connectors in order to try to improve the transmission characteristics of the network element. The Telephone Company will not retrofit older connectors if there is a risk of disrupting existing fiber optic services on the same ribbon. As standard business practice calls for all connectors in a ribbon to be retrofitted at the same time, the requesting TC will be charged time and materials to retrofit every connector on a ribbon and for all work performed related thereto, regardless of who uses the individual strands.

(N)

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(N)

#### 2. **Unbundled Dark Fiber**

#### 2.2 Responsibility of the Telephone Company

| 2.2,1 | Description  |
|-------|--|
| Α,    | The Telephone Company does not guarantee or make any warranty with respect to the accuracy or completeness of its cable records.   |
| В,    | Where dark fiber terminates in a location other than a Telephone Company wire center, the Telephone Company will place a jumper cable connecting the unbundled dark fiber on the Telephone Company's hard termination point to the TC's fiber patch panel.   |
| C.    | Where dark fiber terminates at a collocation arrangement, the Telephone Company will place a jumper cable connecting the unbundled dark fiber on the Telephone Company's fiber distribution frame to the TC's POT bay.   |
| D.    | In the event the Telephone Company must perform emergency cable restoration to its facilities, all efforts will be made to restore the TC's leased unbundled dark fiber pairs in the same manner as other fibers in the same cable sheath using the Telephone Company's standard restoration procedures.   |
| E.    | The Telephone Company reserves the right to petition the Commission for relief of its obligation to provide dark fiber if it believes a TC request would strand an unreasonable amount of fiber capacity or would result in service disruption or degradation of service to other customers.   |
| F.    | The Telephone Company reserves the right to revoke unbundled dark fiber upon a showing of need to the Commission (e.g., a showing of impairment from meeting a legal obligation) and twelve (12) months advanced written notice to the TC.   |
| G.    | The Telephone Company reserves the right to revoke unbundled dark fiber upon a showing to the Commission that the TC underutilized dark fiber in any 12-month period.  |
| Н.    | The Telephone Company uses the same methods, procedures, and practices to maintain TC fibers as it does for its own fibers. If an entire ribbon degrades and the Telephone Company would, in the ordinary course of business, repair the fiber, the Telephone Company will repair all of the strands in the ribbon, regardless of whether the fibers are being used by TCs or the Telephone Company. |

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## 2. Unbundled Dark Fiber

# 2.3 Responsibility of the TC

2.3.1 Description The TC is responsible for determining whether the transmission characteristics of the dark fiber provided by the Telephone Company will accommodate its requirements. The TC is responsible for obtaining any governmental or private property permit, easement or other authorization or approval required for access to dark fiber, such as to open manhole covers. C. Establishment of applicable fiber optic transmission equipment needed to power unbundled dark fiber in order to transmit information is the responsibility of the TC. D. The TC assumes all risks associated with the unforeseen introduction of future splices on dark fiber. E. The TC is responsible for establishing a fiber patch panel which will serve as the demarcation point when dark fiber terminates in a location other than a Telephone Company wire center. The TC is responsible for ensuring that appropriate cross connects and POT bay terminations are in place prior to submitting an order for unbundled dark fiber. G. The TC shall commence the intended use of the requested dark fiber within a reasonably prompt period of time from the date of its receipt as an unbundled network element. Commencement of intended use means completion of all preparations rendering the dark fiber capable of providing the planned service offering to customers. If the TC does not commence the intended use of the requested dark fiber within a reasonably prompt period, any carrier may petition the Commission to consider that the TC is reserving dark fiber that is not demonstrably necessary to meet its short-term service needs.

(N)

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#### 2. **Unbundled Dark Fiber**

#### 2.4 **Application of Rates and Charges**

| 2.4,1 | NRCs  |
|-------|---|
| Α.    | The following NRCs apply as appropriate (refer to Part A, Section 3).                       |
| 1.    | Service Order (on a standard basis or on an expedited basis, as appropriate)                |
| 2.    | Service Connection-CO Wiring (on a standard basis or on an expedited basis, as appropriate) |
| 3.    | Service Connection-Other (on a standard basis or on an expedited basis, as appropriate)     |
| 4.    | Installation Dispatch Out (on a standard basis or on an expedited basis, as appropriate)    |
| 5.    | Customer Not Ready – In Charge  |
| 6.    | Customer Not Ready – Out Charge   |
| 7.    | Customer Misdirect – In Charge  |
| 8.    | Customer Misdirect - Out Charge   |
| 9.    | Cancellation Charge   |
| 10.   | Service Date Change   |
| 11.   | Record Changes  |
| В.    | Other NRCs  |
| 1.    | Records Review Charge Applies per unbundled dark fiber inquiry request.                     |
| 2.    | Cable Documentation Applies per request.  |

| 2,4.2 | Monthly Rates   |
|-------|---|
| A     | <b>Mileage Measurement</b> Mileage will be measured using the V&H coordinates method between the two locations as set forth in the NECA Tariff FCC No. 4. Any fractional unit will be rounded up to the next higher unit before applying rates.                 |
| B.    | <b>Dark Fiber IOF Mileage</b> – Applies on a per mile basis, per fiber pair, when IOF dark fiber is between two Telephone Company offices. A minimum of one mile applies.   |
| C.    | <b>Dark Fiber Loop Mileage</b> Applies on a fixed and a per quarter mile basis, per fiber pair. A minimum of one-quarter mile applies.  |
| D.    | <b>Dark Fiber Channel Termination Rate</b> Applies on a fixed and per quarter mile basis, per fiber pair, when IOF dark fiber is between a Telephone Company office and a TC office within the same serving wire center. A minimum of one-quarter mile applies. |
| E.    | <b>Serving Wire Center Rate</b> Applies per fiber pair, for each end originating or terminating at a Telephone Company office.  |
| F.    | Intermediate Office Charge Applies per fiber pair, per intermediate office.   |

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Docket No.

# 2. Unbundled Dark Fiber

# 2.4 Application of Rates and Charges

| 2.4.3 | Time and Materials   |  |  |  |  |  |
|-------|--|--|--|--|--|--|
| A.    | Time and Materials rates and charges apply as follows:   |  |  |  |  |  |
| 1.    | When a TC requests a field survey.   |  |  |  |  |  |
| 2.    | When a TC requests testing.  |  |  |  |  |  |
| 3.    | When a TC requests a fiber layout map.   |  |  |  |  |  |
| 4.    | When a TC requests the Telephone Company to clean connectors, per connector cleaned.   |  |  |  |  |  |
| 5.    | When a TC requests the Telephone Company to retrofit connectors, per connector upgraded.   |  |  |  |  |  |
| В.    | Before undertaking any work on a time and materials basis, the Telephone Company will provide the TC with a written estimate of the time and cost associated for the requested work. The Telephone Company will proceed with the work only upon receipt of the TC's written authorization and full payment of the estimated charges. |  |  |  |  |  |

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# 2. Rates and Charges

## **(T)**

# 2.1 Unbundled Dark Fiber

| 1,1 | Unbundled Dark Fiber                      |                                      |         |       |  |  |
|-----|---|--------------------------------------|---------|-------|--|--|
| D   | Service Category                          |                                      | Rate    | USO   |  |  |
|     | Records Review                            | NRC – Per Request                    | 324.00* | NR9F  |  |  |
|     | Service Order Charge                      | NRC – iOF and Loop, Per request      | 21.49   | NRBV  |  |  |
|     | Service Connection –                      | NRC – Per pair, Per wire center IOF  | 14.01   | NR94  |  |  |
|     | CO Wiring                                 | NRC – Per pair, Per wire center loop | 12.67   | NR93  |  |  |
|     | Service Connection -                      | NRC – Per pair, Per wire center IOF  | 73.55   | NR94  |  |  |
|     | Otilei                                    | NRC – Per pair, Per wire center loop | 68.51   | NR93  |  |  |
|     | Installation Dispatch                     | NRC – IOF and Loop, — Per TC CO/POP  | 50.05   | NR9H  |  |  |
|     | Service Date Change                       | NRC                                  | 3.76    | REAK  |  |  |
|     | Service Order Charge -<br>Expedited       | NRC – IOF and Loop, Per request      | 31.64   | NR9H  |  |  |
|     | Service Connection<br>CO Wiring Expedited | NRC – Per pair, Per wire center IOF  | 19.75   | NR94  |  |  |
|     |   | NRC – Per pair, Per wire center loop | 17.85   | NR9H  |  |  |
|     | Service Connection -<br>Other Expedited   | NRC – Per pair, Per wire center IOF  | 94.11   | NR94  |  |  |
|     |   | NRC – Per pair, Per wire center loop | 94.99   | NR9H\ |  |  |
|     | Installation Dispatch -<br>Expedited      | NRC – IOF and Loop — Per TC CO/POP   | 66.28   | NR9H  |  |  |
|     | Cable Documentation                       | NRC - Per request - IOF              | 132.02* | NRBW  |  |  |
|     |   | NRC - Per request - Loop             | 132.02* | NRBW  |  |  |
|     | Customer Not Ready –<br>In Charge         | NRC – Per Order – Per Occasion       | 27.08   |       |  |  |
|     | Customer Not Ready –<br>Out Charge        | NRC – Per Order – Per Occasion       | 27.08   |       |  |  |
|     | Customer Misdirect – In<br>Charge         | NRC- Per Occasion                    | 26.43   |       |  |  |
|     | Customer Misdirect –<br>Out Charge        | NRC- Per Occasion                    | 51.83   |       |  |  |
|     | Record Changes                            | NRC - Per Request                    | 3.76    |       |  |  |

<sup>\*</sup>Interim rate (subject to adjustment prospectively on Commission approval of final rate)

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#### 2. **Rates and Charges**

#### 2.1 **Unbundled Dark Fiber**

| 2.1.1 | Unbundled Dark Fil            | The state of the s |        |       |
|-------|-------------------------------|--|--------|-------|
| ID    | Service Category              |  | Rate   | USOC  |
|       | Serving Wire Center<br>Charge | Monthly – per pair, per wire center  | 12.58  | SP1DX |
|       | IOF Channel                   | Monthly - Fixed - Per pair   | 9.64   | TUGSX |
|       | Termination                   | Monthly – Per 1/4 mile – Per pair  | 10.40  | ULN1A |
|       | IOF Mileage                   | Monthly – Per pair – Per mile  | 41.61  | 1UKTS |
|       | Loop                          | Monthly – Fixed – Per pair   | 4.15   | ULPFX |
|       | 1                             | Monthly – Per ¼ mile – Per pair  | 13.78  | ULO6A |
|       | Intermediate Office<br>Charge | Monthly- Per pair- Per intermediate office   | 33.75* | UCXPX |
|       | Other                         | Time and Materials – Network transport engineering – Planning – Per hour or fraction thereof – Per Occasion  | 51.21  |       |
|       |                               | Time and Materials – Network transport<br>engineering – Planning – Expedited – Per<br>hour or fraction thereof – Per Occasion  | 69.35  |       |
|       |                               | Time and Materials – Network transport<br>engineering – Design – Per hour or<br>fraction thereof – Per Occasion  | 51.21  |       |
|       |                               | Time and Materials – Network transport<br>engineering – Design – Expedited – Per<br>hour or fraction thereof – Per Occasion  | 69.35  |       |
|       |                               | Time and Materials – Outside Plant operations – Per hour or fraction thereof – Per Occasion  | 48.78  |       |
|       |                               | Time and Materials – Outside plant operations – Expedited – Per hour or fraction thereof – Per Occasion  | 65.75  |       |
|       |                               | Time and Materials – CO frame technician  – Per hour or fraction thereof – Per Occasion  | 39.48  |       |
|       |                               | Time and Materials – CO frame technician – Expedited – Per hour or fraction thereof – Per Occasion   | 55.95  |       |

<sup>\*</sup>Interim rate (subject to adjustment prospectively on Commission approval of final rate)

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